

IMPORTANT PHONE NUMBERS

- ◇ *California Student Aid Commission*
888-224-7268 (press3)
www.csac.ca.gov
- ◇ *California Youth Connection (CYC)*
510-708-4922
www.calyouthconn.org
- ◇ *California Youth Crisis Hotline*
800-843-5200 (24hrs)
- ◇ *Domestic Violence Emergency Help Line*
800-799-7233 (SAFE)
- ◇ *Los Angeles Child Protection Hotline*
800-540-4000 (24 hrs / 7 days)
- ◇ *Mental Health Services, Transition-age Youth Division*
800-854-7771 (24 hrs / 7 days)
Email: taynavigation@dmh.lacounty.gov
- ◇ *Social Security Administration*
800-772-1213
- ◇ *State Ombudsman Office*
877-846-1602

**Los Angeles County
Department of Children and Family Services
Youth Ombudsman Office**

510 S. Vermont Ave,
Los Angeles, CA 90020

Phone: 877-694-5741 (877-MY ILP 411)
Fax: (213) 487-4431
E-mail: pinquiries@dcsf.lacounty.gov



**Los Angeles County
Department of
Children and Family Services
Youth Ombudsman Office**

**Overwhelmed?
Need Resources?**

**The Youth Ombudsman Office is
here to assist you with accessing
to the services you are eligible to
receive**



Youth Ombudsman Office

The Youth Ombudsman's Office responds to complaints and concerns of foster and probation foster youth regarding ILP and AB12 service delivery and the availability of resources.

Complaints and concerns are reviewed to ensure youth receive the services they are eligible to receive.

It is our policy to maintain confidentiality of the information provided to this office to the extent possible. Exceptions to this policy will be discussed with callers, they will be informed that all reports of suspected child abuse and neglect will be reported to the

Child Protection Hotline at
800-540-4000

How to Contact Us?

Youth Ombudsman Office
877-694-5741 (877-MY ILP 411)
pinquiries@dcfs.lacounty.gov



What we do?

- ◆ Assist with questions regarding ILP Services and eligibility.
- ◆ Assist with questions regarding AB12 / Extended Foster Care Services and eligibility
- ◆ Listen to concerns in order to assist
- ◆ Document concerns and resolutions
- ◆ Assist youth with filing appeals and grievances
- ◆ Gather relevant information remain neutral during the review
- ◆ Formulate a process for possible resolutions and make recommendations
- ◆ Provide feedback on actions and recommendations for every inquiry